

Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Professional Services
School/Department	IT & Digital: Office of the CIO
Team	Change Management Team
Job Title	Digital Skills Officers
Grade	7
Hours of Work	35 hours per week
Contract Duration (Perm/Fixed Term)	Fixed Term Contract to 2 years
Reports To (Job Title)	Senior Digital Skills Manager
Responsible For (Job Title)	N/A

Principal Accountabilities
<p>As an IT & D Digital Skills Officer, you will be responsible for designing and developing instructional materials, incorporating instructional design principles and technologies. Your expertise in curriculum development and instructional strategies will be crucial in ensuring the delivery of high-quality learning experiences.</p> <p>Ultimately, your role will contribute to the success of learners by fostering their growth and development through well-designed and impactful instructional programmes. This position offers an exciting opportunity to make a significant impact on learning and the success of IT & D projects.</p>

Key Tasks

Design and delivery of effective training and support interventions.

Identify and implement appropriate instructional design approaches, research-informed practice, and knowledge of multimedia development to undertake and support the design, implementation and evaluation of high quality, effective learning resources and activities to enhance the learning experience.

Adhere to instructional design standards. This will include the application of training templates, development guides and the use of consistent, clear and concise writing to ensure that a succinct and immediately identifiable suite of training materials is produced.

Apply a detailed technological understanding of the tools and software available to support specific approaches and interventions, thus ensuring that the most appropriate resources are selected to support identified needs.

Liaise with SME's and relevant stakeholders to gather the information required to develop and review drafts of materials created.

Develop and deliver development activities including group workshops and the creation of support resources to meet the requirements.

Create exercises and load supporting data into the training environment as an integral part of instructor led training courses, to provide end users with hands on experience of the relevant systems.

Deliver Train the Trainer events where necessary to superusers or nominated staff to support the dissemination of knowledge across the organisation.

Deliver online or face to face training sessions.

Design and contribute to the development of assessment, feedback and evaluation activities to meet agreed success criteria.

Plan and organise training sessions, working with managers across the business to arrange and negotiate time to conduct training sessions.

Be an advocate for IT&D and the Change Management team.

Work with the team to make collaborative decisions, ensuring that the delivery of the training programme is delivered in a seamless and impactful manner.

Make recommendations to contribute to the decision making of others.

Work independently on multiple projects.

Work flexibly to achieve team objectives by assisting others and working collaboratively to complete tasks and projects.

Develop and maintain a significant breadth and depth of knowledge of current and emerging technologies and developments in e-learning and social media.

Keep training material relevant, accurate and up to date.

Special Features

The post holder will be required to work across a number of different Manchester Metropolitan University sites, utilising a number of different platforms and work non-standard hours to support work as required at peak times

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent written and oral communication skills to convey complex concepts in a manner appropriate to the audience.	E
		1.2	Ability to analyse complex situations, explore, evaluate and recommend potential solutions.	E
		1.3	Ability to prioritise work, manage a variable workload and work to tight deadlines including initiating projects and managing them through to a successful completion.	E
		1.4	Ability to work independently as well as participate in, influence, and contribute to the work of a team, and maintain collaborative working relationships.	E
		1.5	Ability to design, deliver and evaluate tailored training for staff.	E
2	General & Specialist Knowledge	2.1	Knowledge of effective instructional design processes.	E
		2.2	Application of a wide range of learning technologies to support learning.	E
		2.3	Understanding user issues surrounding the development of online learning resources, such as accessibility (including SENDA), usability and user learning styles.	E
		2.4	Advanced user of MS Office 360 products	D
		2.5	Advanced practitioner in developing SCORM compliant learning material & simulations in relevant software (i.e. Captivate, Articulate etc.)	D

3	Education & Training	3.1	A degree or equivalent qualification, or substantial relevant experience that demonstrates a high order of literacy, numeracy, and analytical skills.	E
		3.2	Evidence of continuous professional development.	E
		3.3	A qualification or evidence of training in multimedia or web design and, or their application to different working environments.	D
		3.4	Membership of the Association for Learning Technology or equivalent.	D
		3.5	A relevant IT qualification (e.g. ECDL) or evidence of equivalent IT training.	D
4	Relevant Experience	4.1	Utilising and supporting virtual learning environment systems in a range of contexts.	D
		4.2	Designing and creating online learning materials using a range of multimedia tools.	D
		4.3	Designing and delivering appropriate training interventions to address specific user needs.	E
5	Special Requirements	5.1	Evidence of a commitment to Equal Opportunities.	E
		5.2	Commitment to providing a high standard of customer service.	E
		5.3	Willing to engage in updating and training activities and apply further learning to work.	E
Date of Revision			June 2024	